

<b>Notice of References Cited</b>	Application/Control No. 09/815,927		Applicant(s)/Patent Under Reexamination KATZ ET AL.	
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	B	US-5,712,889	01-1998	Lanzara et al.	378/19
	C	US-6,363,359	03-2002	Gronemeyer et al.	705/28
	D	US-6,282,656	08-2001	Wang, Ynjiun Paul	713/201
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#### NON-PATENT DOCUMENTS

*		Include as applicable: Author, Title Date, Publisher, Edition or Volume, Pertinent Pages)			
	U	Web.archive.org's webpage of October 1, 2000, "Aspect 1997 Annual Report - Aspect solutions for design, procurement & operations"			
	V	Web.archive.org's webpage of March 5, 2000, "Aspect 1997 Annual Report – Aspect CSM: the only one-stop solution"			
	W	Web.archive.org's webpage of March 5, 2000, "Aspect 1997 Annual Report – it's about reducing product cost"			
	X	Web.archive.org's webpage of October 31, 2000, "Aspect 1997 Annual Report – it's about enterprise systems that deliver"			

\*A copy of this reference is not being furnished with this Office action. (See MPEP § 707.05(a).)  
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	V	Kellman, Hal, "Gensym is the intelligent choice", Sep 1996, Upside, v8n9, pp.101.
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